

Attention Customers
MCPL is changing the format of printed hold notices.

This Change Applies Only to Customers Who Choose to Receive Notices Regarding Their Holds Via U.S. Mail. This change will be taking effect in February.

If you receive printed hold notices that look like this:



You will soon be receiving these notices in the new postcard format, which looks like this:

Postcard Format Sample: Front

Davis Library
6400 Democracy Blvd
Bethesda, MD 20817
Phone: 240-777-0922

October 29, 2009

Pick up item/s within 7 days of date
on notice at return address library.

**J. Customer
123 Main Street
Montgomery, MD
11111**

Postcard Format Sample: Back

A library item you reserved is now ready for pick up at the branch you designated. Please pick the item up at the branch listed on the front of this card within 7 days of the date listed there. To see details about your held item or view our policies and procedures, please see our website, www.montgomerycountymd.gov/library and select "My Account." You can also call our automated Telephone services line (240-777-0007) to hear the title(s) of the item or to conduct other transactions (renewals, etc.). Please have your library card number and PIN ready when you call.

It's Easy to Go Paperless! We strongly recommend that all customers switch to email notification, which can easily be done through our website at any time. Email notification will give you more information, more quickly, than any other method.

Thank you for using Montgomery County Public Libraries, Where the County Reads, Meets, and Learns.

This change in format is being made to improve the timing of the mail notices, increase legibility (current notices are hard to read), reduce costs, and reduce paper usage. The new postcard format does not include the title of the item that is ready to be picked up. The back of the post card explains how to get that information. Please see the MCPL web-site or ask a staff person, if you need more details.

Did you know about Email Notification? It's free, easy, more convenient, faster, and it's better for the environment than printed notices! Please register at the MCPL web-site: <http://www.montgomerycountymd.gov/library> or ask a staff member about it.